



2026 - 2027

# MEMBER RESOURCE GUIDE

Get the most from your health plan

Mayo Clinic College of Medicine & Science

## CUSTOMER SERVICE

Toll free at **1-866-873-5943** TTY toll free **711**

Monday through Friday,  
7 a.m. to 8 p.m. Central Time  
We will provide interpreter services,  
if needed

## FIND A DOCTOR

- Log in at **bluecrossmn.com/BCA** to find providers in your specific network
- Not a member?  
Visit **bluecrossmn.com/FindCare** and select the network: BlueCard® PPO

Or call **1-800-810-BLUE (2583)**  
(Also applies to Blue Cross Blue Shield Global® Core)



# Welcome to Minnesota's #1 health plan\*

With Blue Cross and Blue Shield of Minnesota, you get a name you trust, coverage you can count on, and peace of mind knowing your plan is here to help you every step of the way.

Blue Cross® and Blue Shield® of Minnesota and Blue Plus® are nonprofit independent licensees of the Blue Cross and Blue Shield Association.

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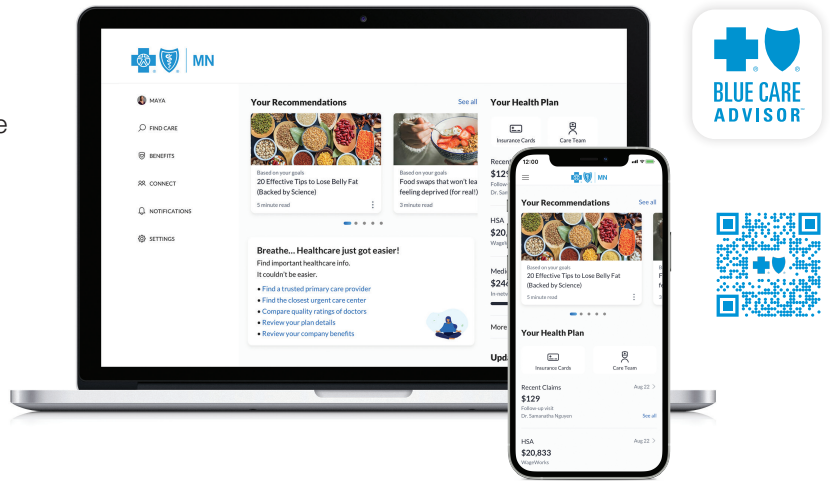
\*Individual, Small Group, Large Group: NAIC enrollment reported for year-end 2024; Self-insured enrollment: from internal sources, SEC, EMMA financial statement filings and publicly available information.

# YOUR PLAN INFO AT YOUR FINGERTIPS

## A digital front door for health

Blue Care Advisor<sup>SM</sup> connects you to everything you need to easily manage your healthcare. Access your personal plan information, resources and tools online at [bluecrossmn.com/BCA](http://bluecrossmn.com/BCA) or by downloading the Blue Care Advisor app from your favorite app store.

When your member ID card arrives in the mail, go online or on the app and register to get started.



Once registered, you can:

- Find doctors, clinics and hospitals
- Compare costs for different services and procedures
- View claims and Explanations of Benefits (EOBs)
- Chat online with customer service
- View, print, email or order member ID cards
- Check health financial account balances (if applicable)

Blue Care Advisor<sup>SM</sup> is an offering of Blue Cross and Blue Shield of Minnesota, a nonprofit independent licensee of the Blue Cross and Blue Shield Association.


# UNDERSTANDING YOUR MEMBER ID CARD

## Member name

Each family member covered by your plan will have an ID card. This includes minor children.

## Member ID number

Your member ID number helps providers look up your plan details. We also use it to track expenses.



<b>ELIZABETH SAMPLENAME</b>		In Ntwk	Out Ntwk	
<b>000000000000</b>		Ind Ded	\$	\$ 2-5001
GRP	XXXXXXX	Fam Ded	\$	0-0000
Svc Type	XXX	Ind OOP	\$	2-9524
Care Type	XXXX	Fam OOP	\$	0-2583
RxBIN	XXXXXX			2-0820
RxPCN	XXX			2-0345
				1-4795
				2-0900
				2-5155

SYMBOLS PRINT HERE

of Minnesota, a nonprofit independent licensee of the Blue Cross and Blue Shield Association, is serving only as the claims administrator.

## Group number

This identifies your employer's plan.

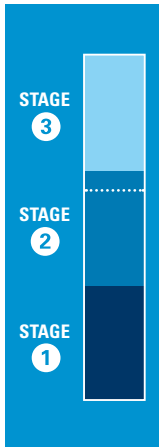
## Plan details

*Questions?*  
Contact information is on the back of your ID card.

The sample shown is a guide only. The information and the format of your card may vary.

## UNDERSTANDING YOUR HEALTH PLAN

Having health insurance means you and a health plan share in paying your medical costs. The plan tracks what you pay in medical costs and applies eligible costs toward certain milestones. When your costs hit these milestones, you move into the next stage of your plan. Your share of costs becomes less as you reach each stage. Here's how it works:



### Stage 1: Deductible

Each year, you pay for all covered medical services until you meet your deductible.

Your deductible and coinsurance **count toward** your out-of-pocket maximum.

### Stage 2: Coinsurance

Then, the health plan starts sharing a percentage of your costs until you reach your out-of-pocket maximum. Example: 80/20 coinsurance means the plan pays 80 percent and you pay 20 percent.

### Stage 3: Out-of-pocket maximum

At this point, the health plan pays all your covered medical costs for the rest of the plan year.\*

\*Covered medical costs up to the lifetime maximum.

Learn more health plan basics at [bluecrossmn.com/EmployerPlans](https://bluecrossmn.com/EmployerPlans)

Knowing some common health plan terms regarding costs can help you make more informed decisions and get more from your plan. See glossary for additional terms.



### Premium

**The regular payment you make throughout the year to keep your plan active**

Your employer may pay part of your premium.

Your premium **does not count toward** your deductible or out-of-pocket maximum.



### Covered medical costs

**The medical services your plan covers**

"Covered" means your plan pays for some or all of the costs. These are different in each plan.

Your covered costs **usually count toward** your deductible and out-of-pocket maximum.



### Over-the-allowed-amount costs

The health plan and in-network providers have agreed to an "allowed amount" (the most a provider can charge you). If you receive a covered service from a nonparticipating provider who charges over the allowed amount, this additional cost is your responsibility.

Costs over the allowed amount **do not count toward** your deductible and out-of-pocket maximum.



### Non-covered services

**"Non-covered" refers to medical services not covered by your plan**

If you receive these services, you pay in full.

Services not covered by your plan **do not count toward** your deductible and out-of-pocket maximum.



### Copays

**A set cost you pay every time you get medical care or a prescription**

Copays can vary based on where you get care (virtual, clinic, urgent care, etc.).

Your copays do not count toward your deductible but **do count toward** your out-of-pocket maximum.

## NETWORKS

A network is a group of doctors, clinics, hospitals and other healthcare providers that have contracted with a health plan to provide your care at a lower cost. Check to see if your preferred providers are in network. Log in at [bluecrossmn.com/BCA](https://bluecrossmn.com/BCA) to search providers in your specific network. Not a member? Visit [bluecrossmn.com/FindCare](https://bluecrossmn.com/FindCare).

### National and international networks

- **BlueCard® PPO** – Access to more than 2 million providers nationwide
- **Blue Cross Blue Shield Global® Core** – Access to coverage in 190 countries and territories worldwide

**Aware® Network** — The largest Blue Cross network featuring access to nearly every physician and hospital in Minnesota.

## PREVENTIVE CARE

**Most preventive visits are covered at**



**when you see a doctor in network**

Check your benefit booklet on your member website.

Each Blue Cross and/or Blue Shield plan is an independent licensee of the Blue Cross and Blue Shield Association. Each healthcare provider is an independent contractor and not our agent. It is up to the member to confirm provider participation in their network prior to receiving services. Blue Cross Blue Shield Global Core is a registered mark of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and/or Blue Shield plans.

## PHARMACY BENEFITS

Blue Cross works with Prime Therapeutics to provide you a pharmacy network (pharmacies that have an agreement with Blue Cross) and a formulary (drug list). Using your pharmacy network and formulary medications can help you save money.

To find an in-network retail pharmacy and check to see if a drug is covered, log in to your member website.

- **Pharmacy search:** *Your pharmacy network name is listed on your benefit chart.* If you go to an out-of-network pharmacy, you may pay the full cost of the prescription.
- **Medication search:** *The name of your formulary or medication list is listed on your benefit chart.* Medications not on your formulary may cost you more.

Log in to your member website to learn more about pharmacy benefits.

### 3 WAYS TO SAVE ON PRESCRIPTION MEDICATIONS

- Stay within your pharmacy network
- Choose drugs on your formulary
- Opt for generic medications

Prime Therapeutics LLC is an independent company providing pharmacy benefit management services. Each pharmacy is an independent company that provides pharmaceutical services.

**Mayo Clinic College of Medicine and Science**  
**Aware® PPO w/Rx - Student Plan**  
**\$300 Deductible 20% Coinsurance**



Benefit Summary July 1, 2026 – June 30, 2027

Key benefits	In network* MN Network: Aware National Network: BlueCard PPO	Out of network**
<b>Calendar-year deductible</b> Combined in- and out-of-network deductible.	Medical Only \$300 individual \$600 family	
<b>Coinsurance Level</b> The percent you pay after your deductible is met.	20%	30%
<b>Calendar-year out-of-pocket maximum</b> The in- and out-of-pocket maximums accumulate separately. Non-covered charges and charges in excess of the allowed amount do not apply to the out-of-pocket maximum.	Medical and prescription combined \$2,000 individual \$4,000 family	Medical and prescription combined \$6,000 individual \$12,000 family
<b>Benefit payment levels</b>	Payment for participating network providers as described. Most payments are based on allowed amount.	If nonparticipating provider services are covered, you are responsible for the difference between the billed charges and allowed amount. Most payments are based on allowed amount.
<b>Preventive care</b> <ul style="list-style-type: none"> <li>• well-child care to age 6</li> <li>• prenatal care</li> <li>• preventive medical evaluations age 6 and older</li> <li>• cancer screening</li> <li>• preventive hearing and vision exams</li> <li>• immunizations and vaccinations</li> </ul>	0% 0% 0% 0% 0% 0%	0% 0% No coverage No coverage No coverage No coverage
<b>Physician services</b> <ul style="list-style-type: none"> <li>• Doctor on Demand</li> <li>• e-visits</li> <li>• retail health clinic (office visit)</li> <li>• physician office visits</li> <li>• office and outpatient lab services</li> <li>• office and outpatient diagnostic imaging</li> <li>• allergy injections and serum</li> <li>• Urgent Care professional services</li> </ul>	0% \$20 copay \$20 copay \$20 copay 20% after the deductible 20% after the deductible 20% after the deductible \$50 copay	30% after the deductible 30% after the deductible 30% after the deductible 30% after the deductible 30% after the deductible 30% after the deductible 30% after the deductible
<b>Other professional services</b> <ul style="list-style-type: none"> <li>• chiropractic manipulation (office visit)</li> <li>• chiropractic therapy</li> <li>• home health care</li> <li>• physical therapy, occupational therapy, speech therapy (office visit)</li> <li>• physical therapy, occupational therapy, speech therapy (therapy)</li> </ul>	20% after the deductible 20% after the deductible 20% after the deductible 20% after the deductible 20% after the deductible	30% after the deductible 30% after the deductible 30% after the deductible 30% after the deductible 30% after the deductible
<b>Inpatient facility services</b>	\$50 copay	30% after the deductible
<b>Outpatient facility services</b> <ul style="list-style-type: none"> <li>• facility lab services</li> <li>• facility diagnostic imaging</li> <li>• chemotherapy and radiation therapy</li> <li>• scheduled outpatient surgery</li> <li>• urgent care services (facility services)</li> </ul>	20% after the deductible 20% after the deductible 20% after the deductible 20% after the deductible \$50 copay	30% after the deductible 30% after the deductible 30% after the deductible 30% after the deductible 30% after the deductible

Key benefits	In network* MN Network: Aware National Network: BlueCard PPO	Out of network**
<b>Emergency care</b> <ul style="list-style-type: none"> <li>• emergency room (facility charges)</li> <li>• professional charges</li> <li>• ambulance (medically necessary transport to the nearest facility equipped to treat the condition)</li> </ul>		20% after \$100 copay/visit 20% after the deductible 20% after the deductible
<b>Durable Medical Equipment</b>		20% after the deductible
<b>Behavioral health (mental health and substance abuse services)</b> <ul style="list-style-type: none"> <li>• Doctor on Demand</li> <li>• e-visits, Telephone consultations</li> <li>• inpatient professional services</li> <li>• outpatient professional services (office visits)</li> <li>• outpatient professional services (office – other services)</li> <li>• outpatient professional services (hospital/facility)</li> <li>• outpatient hospital/facility services</li> </ul>	0% \$20 copay 20% after the deductible \$20 copay 20% after the deductible 20% after the deductible 20% after the deductible	30% after the deductible 30% after the deductible 30% after the deductible 30% after the deductible 30% after the deductible 30% after the deductible
<b>Chronic condition management (Pharmacy)</b> <ul style="list-style-type: none"> <li>• diabetes (drugs and supplies)</li> <li>• high blood pressure</li> <li>• cholesterol lowering</li> <li>• anti-coagulants/anti-platelets</li> <li>• respiratory</li> <li>• osteoporosis</li> </ul>	0% 0% 0% 0% 0% 0%	No coverage No coverage No coverage No coverage No coverage No coverage
<b>Preventive drug benefit</b>	0%	No coverage
<b>Prescription drugs – Classic Network</b> <b>Retail (31-day limit)</b> <b>KeyRx drug list</b> <ul style="list-style-type: none"> <li>• Tier 1</li> <li>• Tier 2</li> <li>• Tier 3</li> <li>• Tier 4</li> </ul> <b>90dayRx – Mail order pharmacy (90-day limit) or Retail pharmacy (90-day limit)</b> <b>KeyRx drug list</b> <ul style="list-style-type: none"> <li>• Tier 1</li> <li>• Tier 2</li> <li>• Tier 3</li> <li>• Tier 4</li> </ul>	\$15 copay \$70 copay \$40 copay \$70 copay  \$45 copay \$300 copay \$150 copay \$300 copay	No coverage No coverage No coverage No coverage  No coverage No coverage No coverage No coverage
<b>Important Information About Your Pharmacy Benefits</b>	90dayRx applies to participating retail and/or mail service pharmacy only. Identified specialty drugs purchased through a specialty pharmacy network supplier are eligible for coverage (no coverage for specialty drugs purchased through a nonparticipating specialty pharmacy supplier). The patient will pay the difference if a brand-name drug is dispensed when a generic drug is available. Sign in at <a href="http://bluecrossmn.com">bluecrossmn.com</a> for more information.	

Your out-of-pocket costs depend on the network status of your provider. To check status, call Blue Cross customer service or visit [bluecrossmn.com](http://bluecrossmn.com).

\***Lowest out-of-pocket costs:** in-network providers

\*\***Highest out-of-pocket costs:** out-of-network **nonparticipating** providers (You are responsible for the difference between Blue Cross' allowed amount and the amount billed by nonparticipating providers. This is in addition to any applicable deductible, copay or coinsurance. Benefit payments are calculated on Blue Cross' allowed amount, which is typically lower than the amount billed by the provider.)

**Embedded deductible** – The plan begins paying benefits that require cost sharing for the first family member who meets the individual deductible. The family deductible must then be met by one or more of the remaining family members and then the plan pays benefits for all covered family members.

This is only a summary. Read your benefit booklet for more information about what is and isn't covered.

For more information, visit [bluecrossmn.com](http://bluecrossmn.com) or call Blue Cross customer service at the number on the back of your member ID card.

Blue Cross® and Blue Shield® of Minnesota and Blue Plus® are nonprofit independent licenses of the Blue Cross and Blue Shield Association

## HEALTH AND WELLBEING RESOURCES

From lowering stress and managing weight, to finding the right care or comparing treatment options, you have the tools and resources you need to put better health within your reach. To learn more, log in to your member website.

### Online care

Access board-certified doctors, psychiatrists and psychologists with Doctor on Demand® via smartphone, tablet or computer.

- Visit [doctorondemand.com/bluecrossmn](http://doctorondemand.com/bluecrossmn)

Doctor On Demand® by Included Health is an independent company providing telehealth services.

### Online behavioral health programs

Living with substance use, stress, insomnia, depression, social anxiety, panic? Learn to Live offers online programs, including resilience, and is available anytime to help you work through it.

- Visit [learntolive.com/welcome/bcbsmn](http://learntolive.com/welcome/bcbsmn) and use code BCBSMN

Learn to Live, Inc. is an independent company offering online tools and programs for behavioral health support.

### Wellness discount marketplace

Get significant savings on personal care, fitness and wellness goods and services from Blue365®.

- Visit [blue365deals.com/bcbsmn](http://blue365deals.com/bcbsmn)

Blue365® is a registered mark of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and/or Blue Shield plans.

### Rewards program

Earn rewards by tracking daily steps or your favorite activity.

- Log in at [bluecrossmn.com/BCA](http://bluecrossmn.com/BCA)

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### Health management

Receive professional support for managing chronic or serious health conditions. Includes education, treatment plan support and community resource information.

- Call 1-855-312-9107

### Maternity management

Receive support and guidance from a maternity case manager.

- Call 1-800-793-6916

### Quitting tobacco and vaping

Take advantage of personalized guidance in making a quit plan and receive ongoing support from a wellness coach.

- Visit [bluecrossmn.com](http://bluecrossmn.com) or call 1-888-662-BLUE (2583), TTY 711

### Diabetes Prevention Program

Get help lowering your risk for Type 2 diabetes with the Diabetes Prevention Program (DPP). DPP provides lifestyle change support focused on healthy eating and physical activity. It is covered under your plan at no additional cost to you.

- Visit [cdc.gov/prediabetes/takethetest](http://cdc.gov/prediabetes/takethetest)

### Diabetes and heart disease prevention

Get professional health coaching online and supportive tools and resources, including a digital scale, through Omada® to help prevent diabetes and heart disease.

- Visit [omadahealth.com/omadaforbcbbsmn](http://omadahealth.com/omadaforbcbbsmn). See your plan materials for details.

The Omada program is from Omada Health, Inc., an independent company providing digital care programs.

### Diabetes management

Get personalized support from a certified diabetes care and education specialist (CDCES), a digital scale and glucose monitor to help you manage your diabetes with Omada®.

- Visit [omadahealth.com/omadaforbcbbsmn](http://omadahealth.com/omadaforbcbbsmn). See your plan materials for details.

The Omada program is from Omada Health, Inc., an independent company providing digital care programs.

### Hypertension management

Get personalized support from a certified hypertension specialist, a connected digital scale and blood pressure monitor and cuff to help you manage your hypertension with Omada®.

- Visit [omadahealth.com/omadaforbcbbsmn](http://omadahealth.com/omadaforbcbbsmn)

The Omada program is from Omada Health, Inc., an independent company providing digital care programs.

### Gender Care Services

Connect with the Gender Services Team to discuss gender-related care options, health plan coverage and providers.

- Visit [bluecrossmn.com/GenderCare](http://bluecrossmn.com/GenderCare) or call 1-866-694-9361

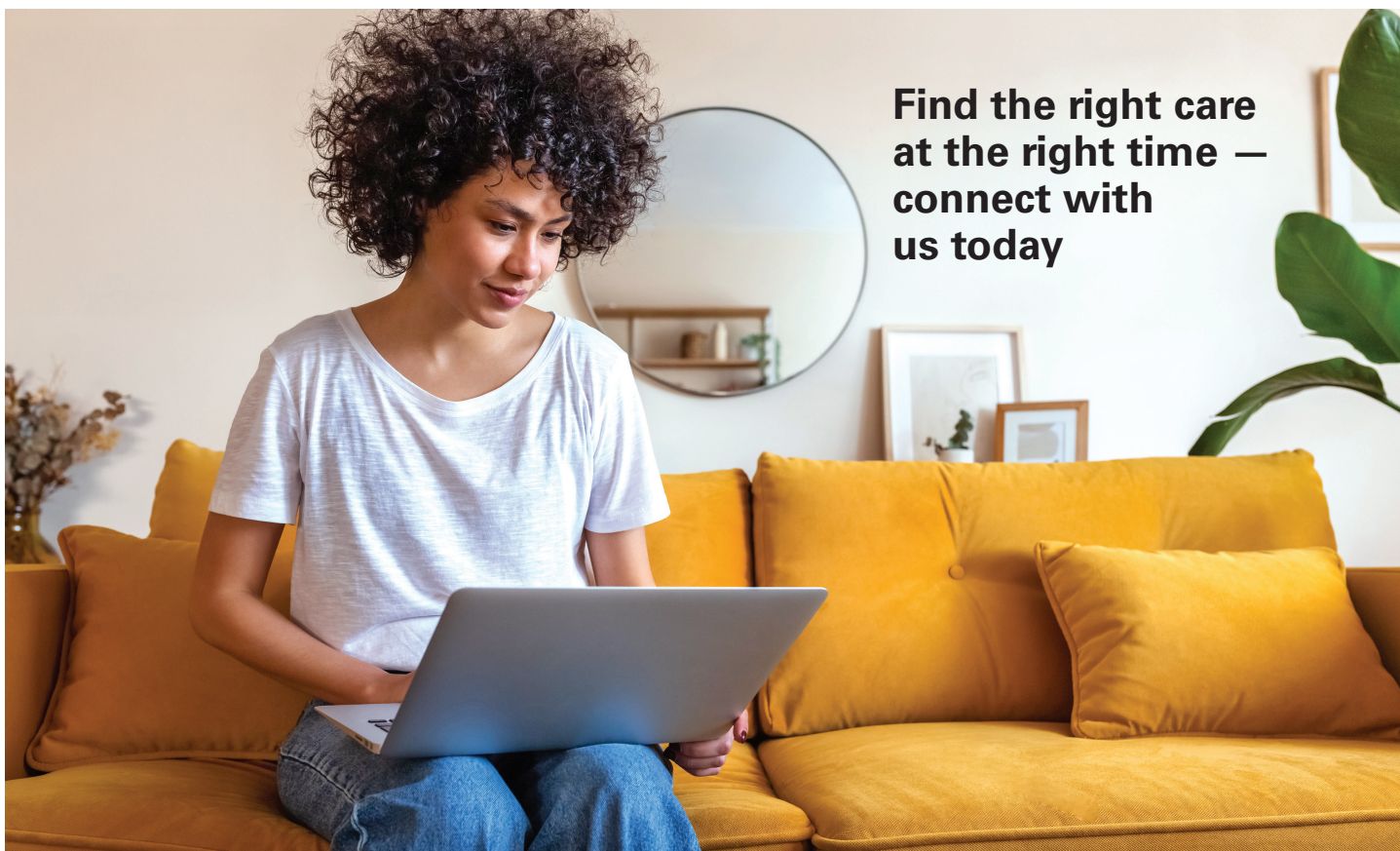
## BEHAVIORAL HEALTH RESOURCES

Behavioral healthcare is essential to your overall wellbeing. Whether you're navigating stress, anxiety, depression, or other behavioral health challenges, support is always within reach.

From therapy and counseling to substance use treatment and comprehensive care for children and teens, you have access to a wide range of confidential services. These services include virtual and in-person care options — all designed to meet you where you are in a place that is most comfortable to you.













No matter your age or stage of life, behavioral health support is here to help you live healthier, every day.

Visit [bluecrossmn.com/BehavioralHealth](https://bluecrossmn.com/BehavioralHealth) to learn more about in-network programs and services available to meet your individual needs.



## KNOW WHERE TO GO FOR CARE

Knowing where to go for the right care can help save you time and money. Get familiar with your options now, before you need care.

WHEN YOU NEED	USE	ACCESS/AVAILABILITY	WAIT TIME	COST
 <b>MEDICAL/ MENTAL HEALTH ADVICE</b>	Common medical and mental health concerns addressed by phone	Call your clinic for availability.	 short to medium	\$0 – \$
 <b>CARE QUICKLY</b>	<b>Online care</b> Colds, cough or flu, bladder infections, mental health*	Visit <b>doctorondemand.com/ bluecrossmn</b> 24 hours a day, seven days a week or check with your provider.	 short	\$
 <b>CARE TODAY</b>	<b>Convenience clinic</b> Minor illnesses or injuries, screenings and vaccinations	No appointment necessary. Often available nights and weekends.	 short	\$\$
 <b>CARE SOON</b>	<b>Office visit</b> Preventive care, screenings and vaccines, mental health therapy or referrals to specialty care	Call your clinic to schedule an appointment. Days and hours vary.	 varies	\$\$ – \$\$\$
 <b>CARE NOW</b>	<b>Urgent care</b> Minor cuts, sprains and burns, skin rashes, fever and flu, X-rays and lab testing	No appointment necessary. Available seven days a week, but specific hours vary.	 varies	\$\$\$\$
 <b>CARE IMMEDIATELY</b>	<b>Emergency room (ER)</b> Chest pain, shortness of breath, uncontrolled bleeding, poisoning, risk of harming yourself or others, or other life-threatening illnesses or injuries	Immediately call 911 or go to your nearest ER anytime.	 longer, unless life-threatening	\$\$\$\$\$

Please note: The conditions listed are for example only and not a complete list.

**988**

If you or someone you know is in emotional distress or in suicidal crisis, help is available 24 hours a day, seven days a week by calling or texting 988 for the Suicide and Crisis Lifeline.

\*Mental health visits are by appointment only, 7 a.m. to 10 p.m. local time.

Doctor On Demand® by Included Health is an independent company providing telehealth services.

Make sure your doctor and clinic/hospital are in your network before receiving care. This will ensure you receive the highest level of benefits. Each healthcare provider is an independent contractor and not our agent.

## GLOSSARY — TERMS TO KNOW

**Allowed amount:** The amount Blue Cross has agreed to pay a specific provider for a covered service.

**Coinsurance:** This payment structure starts after meeting your deductible. In coinsurance, you and the plan each pay a percentage for covered services. Example: 80/20 coinsurance means the plan pays 80 percent and you pay 20 percent.

**Convenience or retail clinic:** These clinics treat a limited list of common illnesses. They are often located in or near a retail store.

**Copay:** A fee you pay every time you get care or a prescription. Copays can vary based on where you get care (virtual, clinic, urgent care, etc.).

**Cost sharing:** Refers to the member sharing medical costs with the health plan through copays, deductible and coinsurance.

**Deductible:** The dollar amount you must pay for most covered services each calendar year before the health plan begins to pay for benefits.

**Deductible carryover:** Some costs that apply to your deductible may carry over to the next year. In most cases, these costs occur in the last three months of your plan year.

**Eligible or covered services:** Healthcare covered by your plan.

**Explanation of Benefits (EOB):** A letter you receive after getting care that shows costs, the amount the health plan is expected to pay and the amount you are expected to pay. You do not pay anything when you receive an EOB. An EOB is not a bill.

**Formulary or drug list:** A list of FDA-approved prescription drugs covered by your health plan. To help ensure you get the right drugs for your needs, some drugs may require prior authorization, step therapy, and/or quantity limits.

**Health plan:** Can refer to your health insurance company or your specific health plan.

**In-network:** Providers or pharmacies in your plan's network that give you the most coverage (lowest cost). Note: An in-network provider is not the same as a participating provider.

**Member website:** A secure website for accessing plan details and cost information as well as health and wellbeing tools.

**Nonparticipating provider:** A provider that does not have a contract with the health plan. You pay in full when using these providers. Note: A nonparticipating provider is not the same as an out-of-network provider.

**Out-of-network:** A provider or pharmacy that has a contract with the health plan but is not part of your plan's network. You may pay more when using these providers/pharmacies. Note: An out-of-network provider is not the same as a nonparticipating provider.

**Out-of-pocket expense/cost:** Refers to costs the member pays: premium, copay, deductible, coinsurance, and non-covered services or over-the-allowed-amount costs.

**Out-of-pocket (OOP) maximum:** This is the last milestone you hit by paying for covered medical services. Once you reach this amount, the plan pays for all covered in-network services for the plan year's remainder.

**Participating provider:** A provider that has a contract with the health plan, and may be in or out of your plan's network. Note: A participating provider is not the same as an in-network provider.

**Premium:** Your monthly payment, like a membership fee. Your employer may pay part of your premium. You may also be able to pay your premium pretax from your paycheck.

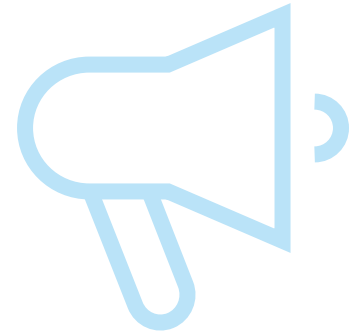
**Provider:** Refers to doctors, clinics, hospitals, pharmacies and other healthcare professionals.

**Service (also called "care"):** Medical procedures, treatment, and prescription drugs.

## MEMBER ANNUAL NOTICE NEWSLETTER

Find valuable information in the Blue Cross Member Annual Notice newsletter, such as:

- Member rights and responsibilities
- Quality improvement program
- Information about case and condition/disease management
- Benefits and access to medical services
- Pharmacy benefit information, such as formulary, quantity limits and exception processes
- Use and disclosure of protected health information (PHI)
- Prior authorization decisions and benefit limitations
- How to request an independent review
- Transitioning from pediatric to adult care



Visit [bluecrossmn.com/QualityImprovement](https://bluecrossmn.com/QualityImprovement) to view the notice or call customer service to receive it by mail.

## MEMBER PRIVACY RIGHTS

The Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule gives you the right to know what personal and health information is collected by insurance companies, why it's collected and what is done with it. To see our privacy policy, visit [bluecrossmn.com/Privacy](https://bluecrossmn.com/Privacy) or call customer service and request a copy of the "Notice of Privacy Practices."

## MEDICARE PART D CREDITABILITY

Medicare members should check their plan information or ask their employer to see if their plan is Medicare Part D creditable.